



# Customer Service Representative II—Full Time

## Community Engagement Division

### City of Long Beach Police Department

#### THE POSITION

There are currently two openings for full-time Customer Service Representatives II within the Community Engagement Division at the Long Beach Police Department. The positions report to the Business Desk Supervisor who supervises the downtown Business Desk in the lobby of the Public Safety Building. This is a uniformed assignment that requires 24/7 staffing. The position works an 8-hour shift with a 5-day workweek. Shift will be determined based on the needs of the Department.

#### EXAMPLE OF DUTIES

- Answering Telephones
- Providing service/information to citizens
- Filing police reports
- Accepting bail and providing court appearance information
- Assisting with building security
- Providing other services as needed
- Access Department and State databases containing confidential information

#### QUALIFICATIONS

- Willingness to provide excellent customer service
- Strong written and verbal communication skills
- Ability to adapt to changing conditions in a fast paced work environment
- Proficient in conflict resolution and problem solving
- Familiarity with law enforcement databases is highly desirable
- Bilingual skills are highly desirable
- Ability to work any assigned shift including: Nights, weekends and holidays



#### SALARY RANGE

\$16.197 to \$22.106 per hour

#### SUBMISSION PROCEDURE

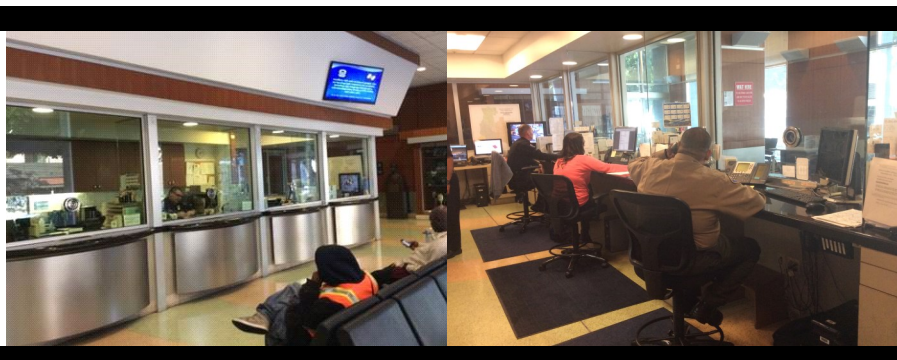
[This position is open to current classified Customer Service Representatives in the City of Long Beach, those who held prior classified status as Customer Service Representative or those reachable on the Civil Service Eligible List.](#) Qualified, interested applicants are invited to submit a letter of interest and a resume with detailed work experience to:

**Administrator Karen Owens**  
Long Beach Police Department  
400 W Broadway, 2nd Floor  
Community Engagement Division  
Long Beach, Ca 90802

Or via e-mail to:

**Karen.Owens@longbeach.gov**

Completed Submissions must be received by **4:30 p.m., Friday, October 16, 2015**. Those applicants determined to be the most qualified will be invited to participate further in the selection process. Applicants selected for the position will be required to successfully complete an extensive background investigation process.



#### THE DEPARTMENT

The Long Beach Police Department is the second largest municipal police agency in Los Angeles County and provides law enforcement services to the 7th largest city in the State of California. With over 800 sworn officers and a total staffing of over 1,200 personnel, the LBPd is dedicated to professional, proactive and innovative policing and is committed to building and maintaining positive relationships with the diverse community they serve.

This information is available in an alternative format by request to the Police Department at (562) 570-7120. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request when submitting your application or call (562) 570-4686. **An Equal Employment Opportunity Employer, the Police Department Values and Encourages Diversity in its Workforce.**

